

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 27 - Senior Advocacy Services

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	15	7	13	8	43
Estimated Number of Attendees	475	98	399	275	1,247
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	1	0	3	4
Estimated Number of Attendees	0	100	0	300	400
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	7	0	0	7
Estimated Number of Attendees	0	107	0	0	107
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	100	100
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	3	2	3	4	12
Total Hours for Length of Activities	2.00	12.00	2.00	29.20	45.20
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	15	15	13	12	55
Total Hours for Length of Activities	68.10	43.00	11.30	49.35	171.75
Area of Focus					
Dual Eligible with Mental Illness	12	11	12	11	7
Employer Termination - COBRA	0	0	3	4	2
General HICAP Information	0	0	0	2	53
Grievances / Appeals - Plan Issues	16	13	12	12	2
Long-Term Care / Insurance	0	1	1	0	6
Low Income Subsidy (LIS) / Application Assistance	3	3	0	0	46
Medicare (Parts A & B)	14	11	11	10	52
Medicare Advantage (Part C)	15	12	13	12	52
Medicare Fraud / Abuse	1	0	7	9	17
Medicare Prescription Drug Coverage (Part D)	14	14	13	11	52
Medigap / Medicare Supplements	13	10	13	10	46
Non-Medicare Fraud/Abuse	0	1	0	0	1
Other Topics / Issues (Health Specific)	8	8	4	10	30

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	11	9	9	7	36
QMB/SLMB/QI	14	11	13	10	48
Volunteer Recruitment	0	0	2	3	5
Targeted Audience					
African American	2	3	2	7	14
American Indian or Naitave Alaskan	4	0	1	0	5
Asian Indian	0	0	3	0	3
Caucasian	13	10	13	12	48
Chinese	0	0	4	0	4
Disabled	7	8	4	12	31
Dual Eligible Groups	0	0	1	7	8
Employer Related Groups	11	7	1	2	21
Family Member/Caregiver of Beneficiary	8	3	5	10	26
Filipino	0	0	4	0	4
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	3	1	4	3	11
Hmong	0	0	4	0	4
Japanese	0	0	5	1	6
Korean	0	0	4	0	4
Low Income	11	9	8	12	40
Medicare Beneficiaries	10	10	6	10	36
Medicare Pre-Enrollees	0	0	3	9	12
Mental Health	5	1	4	6	16
Mental Health Professionals	0	0	5	3	8
Native Hawaiian	0	0	0	0	0
Other	0	0	1	0	1
Other Asian	5	4	2	2	13
Other Pacific Islander	0	0	1	0	1
Partnership Outreach	0	0	3	4	7
Presentations to Groups in Language Other than English	0	0	3	1	4
Rural	3	1	3	6	13
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	9	9	18
Some Other Race or Ethnicity	0	0	1	1	2
Vietnamese	0	0	3	1	4

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	690	364	526	420	2,000
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	664	895	840	820	3,219
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	3	1	3	0	7

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	515	756	520	409	2,200
Total Finalized Intakes	195	238	201	125	759
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	80	47	61	20	208
Aging into Medicare Postacd - CDA HICAP	0	0	2	7	9
CDA HICAP	3	8	4	2	17
CHA	0	0	0	0	0
CMS/Medicare	2	12	13	10	37
Friend/Relative	23	44	26	7	100
InfoVan	0	0	0	0	0
Internet	3	5	1	2	11
Mailings	0	0	0	0	0
Media	2	3	1	0	6
Other	62	75	53	45	235
Presentations	5	15	8	2	30
Previous Contacts	0	0	17	24	41
State Website	0	0	0	0	0
Missing/Not Collected	15	29	15	6	65
Mode of Client Contact					
Quick Call Contacts	426	723	485	377	2,011
Contacts by Telephone	91	100	84	44	319
Contacts In Person at home	1	1	1	0	3
Contacts In Person at site	138	169	130	85	522
Contacts by E-Mail	86	86	22	7	201
Contacts by Mail/Fax	0	0	25	12	37
Total Number of Client Contacts:	742	1,079	747	525	3,093
Contact Status Types					
General info	0	0	63	71	134
Detailed Assistance	0	0	117	88	205
Problem Solving/Resolution	0	0	38	34	72
Total Counseling Time Spent by Counselor Type					
Program Manager	10.00	21.00	8.30	7.00	46.30
Volunteer	0.00	0.00	0.00	6.40	6.40
Paid	37.00	4.00	13.30	0.30	54.60
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	7	3	5	7	22
Race					
African American/Black	3	1	0	2	6

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	0	1	1
Caucasian/White	154	187	145	91	577
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	1	1
Asian Indian	0	0	0	0	0
Chinese	1	0	0	1	2
Filipino	0	0	0	1	1
Japanese	0	1	1	2	4
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	2	2	4	1	9
Other Pacific Islander	0	0	0	0	0
Other Asian	2	0	0	1	3
Two or More Race	0	0	0	2	2
Some Other race	3	0	2	3	8
Not Collected	30	47	49	19	145
Gender					
Female	97	139	113	72	421
Male	63	69	70	42	244
Not Collected	35	30	18	11	94
Monthly Income					
Less than 150% of FPL	63	48	67	38	216
Equal To/Greater than 150% of FPL	96	143	80	66	385
Not collected	36	47	54	21	158
Client Asset Limits					
Below LIS Asset limit	0	0	18	15	33
At or Above LIS Asset Limit	0	0	3	1	4
Not Collected	195	238	180	109	722

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	11	15	9	12	47
Limited English Proficient (LEP)	6	7	11	5	29
Dual Eligible	28	29	39	17	113
Medicare Status Due to Disability	37	34	34	14	119
Dual Eligible due to Mental Disability	0	0	7	0	7
Applying/Receiving Social Security/Medicare Disability	0	0	20	17	37
Age					
Under 60	21	18	15	16	70
60-64	12	20	20	31	83
65-74	82	76	104	53	315
75-84	22	22	24	11	79
85+	14	20	14	2	50
Not Collected	44	82	24	12	162
Marital Status					
Married	56	66	57	45	224
Never Married	20	19	16	9	64
Separated	0	3	0	1	4
Divorced	30	24	18	17	89
Widowed	18	50	26	8	102
Domestic Partner	4	2	1	1	8
Not Collected	67	74	83	44	268
Estimated Financial Saving					
Clients with Financial Savings	13	11	16	18	58
Estimated Dollars Saved	\$25,195.00	\$11,174.00	\$46,921.00	\$44,733.00	\$128,023.00

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	93	75	79	41	288
Benefit Comparisons/Explanation/Coverge Changes	77	77	71	50	275
Appeals/Grievances	3	0	4	1	8
Billings/Claims	9	3	7	2	21
Fraud/Abuse	1	0	0	4	5
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	12	7	3	2	24
Billings/Claims	1	0	1	1	3
LTC Partnership	0	0	0	1	1
Appeal/Greivances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	1	1
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	87	104	71	29	291
Benefit Explanation	74	102	79	52	307
Appeals/Grievances	0	0	0	0	0
Billings/Claims	4	1	1	1	7
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	6	4	5	0	15
Quality of Care	0	0	1	0	1
Plan Comparison	0	0	12	3	15
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	79	99	48	29	255
Benefit Explanation	78	97	66	50	291
Appeals/Grievances	1	1	0	1	3
Billings/Claims	3	3	0	2	8
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	1	7	9	1	18
Plan Non Renewal	2	1	0	0	3
Plan Comparison	0	0	12	3	15
Enrollment/Enrollment Asistance	0	0	2	0	2
Quality of Care	0	0	1	0	1
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	2	1	6	6	15
Medi-Cal Application Assistance	0	0	8	5	13

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	11	9	15	12	47
MSP Application Assistance	0	0	11	11	22
Medi-Cal/QMB Claims	0	0	7	1	8
Fraud/Abuse	2	0	0	0	2
Other	65	37	30	16	148
Other					
Employer/Federal Health Benefits (FEHB)	21	30	35	18	104
Military Benefits	1	8	1	5	15
COBRA	8	5	1	4	18
Mental Health Topics	1	0	1	1	3
Fraud/Abuse	0	0	1	0	1
Other Health Insurance	0	0	1	0	1
Other	13	9	7	7	36
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	67	64	131
Eligibility/Screening	102	152	88	48	390
Plan Comparison	86	136	55	25	302
Enrollment/Anrollment Assistance	9	36	18	8	71
Billings/Claims	1	1	2	0	4
Coverage Changes	1	7	4	2	14
Re-enrollment	0	2	0	1	3
Disenrollment	0	0	0	0	0
TROOP	2	1	1	0	4
Other	30	15	22	10	77
LIS / Extra Help					
Eligibility / Screening	18	14	30	16	78
Benefit Explanation	0	0	12	6	18
Application Assistance	17	10	15	10	52
Claims/Billings	0	0	3	0	3
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	3	2	4	0	9
PPARx	2	0	0	0	2
Military Drug Benefit	0	0	2	5	7
Manufacturer Program	3	5	0	0	8
Other	1	2	3	8	14
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	4	3	2	9
Lag Time	0	0	1	0	1
Multiple Enrollment	0	1	1	0	2
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	0	0	0	0	0
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	1	0	0	1
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	1	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	0	2	1	1	4
TOTAL MEDICARE PART D COMPLAINTS	0	2	2	1	5

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	2	0	5	1	8
Total duration of calls	1.30	0.00	0.00	0.00	1.30